

CLAIMS

1. A communication system comprising a communication device and a communication terminal; the communication terminal having access to a database to query data relating the communication device; the data comprising invocation instructions for invoking at least one function of the communication device; the communication terminal comprising means to cause output, at the communication device, of data representing operator instructions, associated with the invocation instructions, comprising prescribed user input actions to be performed to invoke the at least one function of the communication device; and means to compare, or to enable comparison of, data representing actual user input actions, performed following output of the data representing the operator instructions, with the invocation instruction data to determine if the at least one function of the communication device has been invoked.
2. A communication system as claimed in any preceding claim, in which the means to compare, or to enable comparison of, data representing actual user input actions with data representing the invocation instructions comprises means to transmit a message comprising data representing the actual user input actions from the communication device to the communication terminal; means to receive the message comprising the data representing the actual user input actions.
3. A communication system as claimed in any preceding claim, further comprising means to operate the communication device in at least one of first and second operational modes; the first operational mode being arranged to support voice and data exchanges with the communication terminal and the second operational mode being arranged to support user invocation of a user interface for managing or configuring the operation of the communication device.
4. A communication system as claimed in claim 3, further comprising means to operate the communication device in both the first and second modes of operation substantially simultaneously.
5. A communication system as claimed in any preceding claim, in which the communication device is a wireless communication device.

6. A communication system as claimed in claim 5, in which the wireless communication device is a mobile telephone.
7. A communication system as claimed in any preceding claim, in which the data relating to the communication device comprises image data and the communication terminal comprises a display to display an image of the communication device using the image data.
8. A communication system as claimed in any preceding claim, in which the data relating to the communication device comprises menu data representing menus and functions of the communication device that can be traversed and invoked; the at least one function being one of the functions; the communication terminal comprising means to display and manipulate the menus and functions.
9. A communication system as claimed in either of claims 7 and 8, further comprising means to synchronise the operational state of the communication device and the operational state of the image of the communication device.
10. A communication system as claimed in any preceding claim, in which the communication terminal comprises means to transmit a message to the communication device; the message comprising data representing instructions to the communication device to assume a predetermined state.
11. A communication system as claimed in any preceding claim, in which the communication device comprises means to transmit a message to the communication terminal; the message comprising data indicating that the communication device is in a prescribed operational state.
12. A method of communication between a communication device and a communication terminal, the communication device comprising a communication operational mode to support voice and data communication with the communication terminal and an instructional operational mode to support user invocation of at least a user interface for configuring the communication device; the communication terminal comprising a database interface to provide access to a communication device database comprising data relating the operation of the communication device; the method comprising the steps of

contacting, using the communication device, a user of the communication terminal to obtain assistance relating to the communication device;

identifying the communication device and retrieving the data relating to the communication device from the database;

5 placing the communication device in the instructional operational mode;

receiving, at the communication device, instructions from the user of the communication terminal relating to the operation of the communication device;

receiving user input actions in response to receipt of the instructions and transmitting data representing those input actions to the communication terminal using the data communication;

receiving, at the communication terminal, the data representing the user input actions and comparing the user input actions with the data relating to the communication device retrieved from the database to determine whether the user input actions correspond to the instructions;

15 determining that data representing the user input actions corresponds to data relating to the communication device; and

terminating the communication between the communication device and the communication terminal.

13. A method as claimed in claim 12, in which the step of placing comprises the step of entering a prescribed key sequence

14. A communication terminal comprising a communication manager to support incoming and outgoing voice channels; an interface for managing the exchange of data with at least a subscriber database, containing subscriber data identifying an associated subscriber communication device, and a communication device database, containing operational information relating to at least the subscriber communication device and associated invocation data for invoking at least one function of the device; and a user interface for at least displaying the operational information; means to output data representing user instructions associated with the operational information; a data service message manager to receive a data message bearing data representing

user input signals generated in response to user invocation of an input means of the subscriber communication device in response to the user instructions; and means to compare, or to enable comparison of, the data representing the user input signals with the associated invocation data to determine whether the at least one function of the subscriber communication device has been invoked.

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15. A communication terminal as claimed in claim 14, in which the operational information comprises at least one of image data, representing at least one view of the communication device, and menu data representing menus and functions that can be traversed and invoked; the communication terminal comprising a display to display at least one of the image data and the menu data.
16. A communication terminal as claimed in either of claims 14 and 15, further comprising means to display the image data and the menu data in a predetermined state
17. A communication terminal as claimed in any of claims 14 to 16, further comprising means to synchronise the operational state of at least one of the image data and the menu data with the operational state of the communication device.
18. A communication terminal as claimed in any of claims 14 to 17, further comprising means to transmit a message to the communication device comprising data representing an instruction to the communication to assume a predetermined state.
19. A communication terminal as claimed in any of claims 14 to 18, further comprising means to receive a message from the communication device comprising data representing an instruction to the communication terminal that the communication device is in a prescribed state of operation.
20. A communication device comprising a user interface for influencing the operation of the communication device; means to perform at least one function in response to appropriate invocation of the user interface; means to output data representing user instructions, received from a communication terminal, for invoking the at least one function; means to generate a data message, for transmission to the communication terminal, comprising data representing user input actions effected using the user interface following output of the data representing the user instructions.

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21. A communication device as claimed in claim 20, further comprising means to operate the communication device in at least one of first and second operational modes; the first operational mode being arranged to support voice and data exchanges with a communication terminal and the second operational mode being arranged to support at least user invocation of a user interface for managing the operation, or configuration, of the communication device.
22. A communication device as claimed in claim 21, further comprising means to operate the communication device in both the first and second modes of operation substantially simultaneously.
23. A communication device as claimed in claim 22, in which the communication device is a wireless communication device.
24. A communication device as claimed in claim 23, in which the wireless communication device is a mobile telephone.
25. A communication device as claimed in any of claims 20 to 24, further comprising means to synchronise the operation state of the communication device with the operational state of image and menu data displayed on a display of the communication terminal.
26. A communication device as claimed in any of claims 20 to 25, further comprising means to receive a data message comprising data instructing the communication device to assume a predetermined operational state.
27. A communication device as claimed in any of claims 20 to 25, further comprising means to transmit a message comprising data indicating that the communication device has assumed a prescribed operational state.
28. A computer program element for implementing a communication system, communication terminal or communication device as claimed in any preceding claim.
29. A computer program product comprising computer readable storage means storing a computer program element as claimed in claim 28.